UTILITIES DEPARTMENT MISSION

The mission of the **Utilities Department** is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers.

We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations.

We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

Utilities

The mission of the Utilities Department is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers. We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

PROGRAM DESCRIPTION

Coordinates activities of the Utilities Department. Administers the department safety program, water conservation program, Water Commission activities, City Change Order Committee, and acts as Forest Service liaison. Provides representation for the City of Flagstaff to various planning groups such as the Technical Advisory Group for the Coconino Plateau Water Advisory Council and the Technical Advisory Committee for the National Park service/U.S. Forest Service Lake Mary Watershed planning group. Reviews proposed water legislation and provides input to Council and legislators. Represents the City of Flagstaff on the Northern Arizona Water Users Association. Assesses Utilities capital improvements needs, prioritizes needs, and provides project management engineering services for capital improvement projects. Administers water and sewer computer modeling activities for the City and new

developments. Provides Blue Stake locating services. Investigates customer, staff, and City Council inquiries and follows up on complaints. Provides permit administration for NPDES, APP, Reuse, and other permits as required. Reviews new developments and represents the Department on a multitude of various committees. Provides all clerical services for the Department and Utilities GIS services for the City.

FY 07 ACCOMPLISHMENTS

- ✓ Updated Utilities Capital Improvement Program
- ✓ New water & sewer fees adopted
- ✓ Value engineered Wildcat Plant Improvements
- ✓ Completed Lone Tree water line extension
- ✓ Completed Walgreen's sewer relocation
- ✓ Completed Rio Well Equipping
- ✓ Completed modifications to North Reservoirs for removal from State hazardous dams list
- ✓ Completed remodel of Lake Mary Water Plant
- ✓ Completed water quality study for ADEQ
- ✓ Leased Red Gap Ranch for grazing
- ✓ Completed 4,279 utility locates

FY 08 NEW INITIATIVES

- Continue groundwater development program
- Continue Wildcat improvements project
- Complete LM Well No.7 construction

PERFORMANCE MEASURES

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Provide uninterrupted water and sewer service to the citizens of Flagstaff **Objective:** Insure water and sewer infrastructure is adequate for new development

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Water and sewer impact analyses performed	16	12	14	14
Capital projects managed	18	14	14	11
Number of system-wide water curtailments	0	0	0	0
Per capita water use	117	122	120	120

Council Priority/Goal: FISCAL HEALTH

Goal: Provide a rate structure to meet the financial needs of the utility

Objective: Update rates on a regular basis

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Review rates with internal rate model	Yes	Yes	Yes	Yes
Update rate model to accomodate system changes	No	Yes	No	No
Update user fees, impact fees	Yes	Yes	Yes	Yes

Council Priority/Goal: CUSTOMER SERVICE

Goal: Exceed customer's water and wastewater service expectations

Objective: Reduce water outage hours (repairs) and number of <u>public sewer blockages</u>

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Water outage hours	1705	1310	1400	1400
Public sewer blockages	32	28	30	30

Council Priority/Goal: PUBLIC SAFETY

Goal: Provide safe drinking water and wastewater

Objective: No permit violations

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
0Number drinking water violations	6	3	0	0
Number wastewater permit violations	1	0	0	0



DEPARTMENT: DIVISION:	_	ITIES TILITIES ADM	INISTI	RATION						
BIVIOION.	42-0	TIETTIEO ADM		(Allon						
EXPENDITURES BY CATEGORY:										
		Actual		Adopted	I	Estimated		Proposed		
	Ex	penditures		Budget	E	xpenditures		Budget		get-Budget
	2	2005-2006		2006-2007	2	2006-2007	2	2007-2008	\	'ariance
PERSONAL SERVICES	\$	792,823	\$	845,190	\$	832,834	\$	1,003,349	\$	158,159
CONTRACTUAL		428,974		267,576		270,119		358,925		91,349
COMMODITIES		54,904		50,755		30,344		51,615		860
CAPITAL		-		10,780		10,780		-		(10,780)
TOTAL	\$	1,276,701	\$	1,174,301	\$	1,144,077	\$	1,413,889	\$	239,588
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	740,082	\$	595,245	\$	591,266	\$	718,498	\$	123,253
WATER COMMISSION		465		2,795		2,745		2,795		-
CITY WTR SYSTEM ANALYSIS		8,180		7,585		7,585		5,700		(1,885)
FIXED ASSET INVENTORY		8,251		16,186		526		18,070		1,884
CITY SWR SYSTEM ANALYSIS		12,599		9,690		7,400		3,648		(6,042)
ENGINEERING		352,593		294,446		316,473		314,047		19,601
BLUE STAKE		15,043		(4,875)		(2,759)		· -		4,875
WATER CONSERVATION		127,548		153,054		122,160		260,795		107,741
GIS-UTILITIES		9,548		89,395		86,120		90,336		941
WILDLIFE VIEWING AREA		2,392		10,780		12,561		· -		(10,780)
TOTAL	\$	1,276,701	\$	1,174,301	\$	1,144,077	\$	1,413,889	\$	239,588
SOURCE OF FUNDING:										
occition of the order	WAT	ER AND WAS	TEWA	TER FUND			\$	1,413,889		
							\$	1,413,889		

COMMENTARY:

The Utilities Administration operating budget has increased 22% and there are no capital expenditures. Personal Services includes a merit, market, retirement, health insurance and dental insurance increases plus a retirement payout. Contractual increases are due to one-time grants, Duckpond 100% reimbursable and Milligan Xeriscape 59% reimbursable. There is no major capital (>\$10,000) for this division

Annual Financial Plan 239 City of Flagstaff

The mission of the Utilities Department is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers. We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

PROGRAM DESCRIPTION

The Lake Mary Water Treatment Plant provides conventional surface water treatment for waters from Upper Lake Mary. Staff is responsible for the operation of the Water Plant and all other water production facilities including: Lake Mary Wellfield, Woody Mountain Wellfield, the Inner Basin wells and springs, local wells, and the Reservoir Filtration Plant. Staff also operates and maintains system water tanks and booster stations (Division 50). The State certified Compliance Lab provides analysis for process control and water sampling for compliance.

This Division cost effectively produces water that meets all Safe Drinking Water Act requirements. It manages the quantity of stored water to provide flows to customers, with an adequate reserve for fire fighting. It teaches public awareness of the water system through educational programs and demonstrations.

FY 07 ACCOMPLISHMENTS

- ✓ LM # 2 Motor Control Center (MCC) replaced, new power from APS
- ✓ Skill Based Pay implemented
- Rio Well Building completed
- ✓ SolarBee circulators installed in Lake Mary
- ✓ Shop well has motors replaced twice
- ✓ Remodel building for conference room at LMWTP
- ✓ 50 MG Reservoirs are "notched" per Dam Safety
- ✓ Water Quality study: LT2, Stage 2, Copper study

FY 08 NEW INITIATIVES

- ➤ LM #7 Building and power complete
- Inner Basin pipeline in Transwestern easement complete
- > SolarBee circulators for Main and Xmas reservoirs
- Inner Bawin water to 2 MG reservoir
- Superisory Control And Data Acquistion (SCADA) system long term enhancements

PERFORMANCE MEASURES

Council Priority/Goal: PUBLIC SAFETY

Goal: Insure all instrumentation and reporting devices are working properly

Objective: Reduce the amount of monitoring violations

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of tests performed	1590	1339	1500	1450
Number of Safe Drinking Water Violations (monitoring)	3	3	2	1

Council Priority/Goal: CAPITAL IMPROVEMENT

Goal: Replace aged infrastructure that becomes inoperative and lessens supply.

Objective: Install Inner Basin pipe

UTILITIES

Measures:	CY 05	CY 06	CY 07	CY 08
	Actual	Actual	Estimate	Proposed
Feet of pipe installed	3160	0	2460	2500

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Expand current supply network for increased capacity

Objective: New wells, booster stations, rehabilitated wells, increased efficiency

•	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Expanded capacity	0	0	0	0
New and reconditioned wells	1	1	1	1
Booster stations and tanks	0	0	1	1

Council Priority/Goal: QUALITY OF LIFE

Goal: Water as a good value:

Objective: Cost conscious, environmentally aware.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Gallons produced	2658	2800	2884	2970
Cost per 1000 gallons to produce	.94	1.22	1.30	1.35



DEPARTMENT: DIVISION:	_	ITIES /ater Producti	on						
EXPENDITURES BY CATEGORY:		Actual spenditures	2	Adopted Budget 2006-2007	Ex	Estimated spenditures 006-2007		Proposed Budget 2007-2008	get-Budget /ariance
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	\$ \$	615,205 1,973,401 327,810 94,953 3,011,369	\$ \$	700,701 2,267,820 312,964 772,405 4,053,890	\$ \$	716,915 2,247,718 310,674 232,458 3,507,765	\$ \$	808,106 2,246,062 327,232 761,448 4,142,848	\$ 107,405 (21,758) 14,268 (10,957) 88,958
EXPENDITURES BY PROGRAM:									
GENERAL ADMINISTRATION WATER TREATMENT OPERATION CHEMICAL ANALYSIS BLDGS & GROUNDS MAINT EQUIPMENT MAINTENANCE USFS LAKE MARY CONTRACT UPPER LAKE MARY DAM IMP SEDMNTION BASIN MODS (90) SCADA TRACKING LOCAL WELLS LAKE MARY WELLFIELDS WOODY MOUNTAIN WELLFIELD NORTH RESERVOIRS INNER BASIN DEVELOPMENT INNER BASIN PIPELINE TOTAL	\$	411,074 348,313 191,639 85,250 203,481 8,860 1,307 - 29,625 372,415 493,216 710,545 38,819 93,719 23,106 3,011,369	\$	430,532 286,744 253,714 257,459 156,068 8,860 21,000 15,000 35,350 556,416 449,493 881,563 63,467 210,809 427,415 4,053,890	\$	428,862 284,156 263,435 257,969 149,310 8,860 1,509 15,001 37,500 554,921 450,914 883,986 46,174 104,753 20,415 3,507,765	\$	609,210 312,861 213,110 61,766 195,160 8,860 41,000 15,000 148,850 553,145 447,736 862,954 63,023 180,188 429,985 4,142,848	\$ 178,678 26,117 (40,604) (195,693) 39,092 - 20,000 - 113,500 (3,271) (1,757) (18,609) (444) (30,621) 2,570 88,958
SOURCE OF FUNDING:	WAT	ER AND WAS	STEW.	ATER FUND			\$ \$	4,142,848 4,142,848	

COMMENTARY:

The Lake Mary Water Treatment Plant operating budget has increased 3% and capital expenditures total \$761,448 resulting in an overall increase of 2%. Personal Services increases are due to one FTE staffing addition for MSW position. In addition, there is a retirement payout along with merit, market, retirement, health insurance and dental insurance increases. Contractual decrease is due to prior year one-time expenditure. Major capital (>\$10,000) includes \$27,500 compact Hybrid SUV, \$29,000 1 ton 4 x 4 pickup, \$20,000 Lake Mary repair, \$125,000 SCADA enhancements, radio upgrades, \$20,000 Lake Mary wellfields, \$40,000 Dam Improvements, \$60,000 Boom Truck, \$32,000 composting toilet and \$401,000 for pipe construction.

The mission of the Utilities Department is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers. We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

PROGRAM DESCRIPTION

Customer Service is responsible for meter reading, water and sewer billing, and collection of delinquent accounts including the disconnection and lock off of water service for unpaid billings and non-sufficient fund checks for the Utilities Department. Unusually high or low water consumption is investigated and inactive meters are monitored for possible consumption. This division is also responsible for cashiering operations for most City departments and for the calculation and collection of utility system fees for all new or added construction.

FY 07 ACCOMPLISHMENTS

- Installed Click2Gov for Internet services to allow customer to view account information and pay the water bills.
- ✓ Set up Inter-department billing to charge other City accounts directly from the Utility system, thus discontinuing the need for Accounts Payable to process a check and for Customer Service to receipt payments.
- ✓ Purchased new data collection system to improve the electronic reading of meters and identify the meters that may be faulty and not providing a signal.
- ✓ Only 1 injury accident and 1 vehicular accident.
- ✓ Set up compound meter in billing system to eliminate old paper processing system.

FY 08 NEW INITIATIVES

- Make corrections to the system addressing file to be consistent with other applications within the City.
- Cross train more employees to provide back up support and maintain collection and billing timeliness and accuracy.

PERFORMANCE MEASURES

Council Priority/Goal: <u>FISCAL HEALTH</u>
Goal: Limit the amount of accounts written off.

Objective: Timely collections of past due accounts and adequate deposits to reduce amount of receivables to write off.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Collection activity (delinquent accounts/total accounts)	2.9%	3.3%	3.5%	3.5%
Annual write off of customer accounts, excluding bankruptcies	\$42,782	\$37,014	\$44,000	\$45,000
Write offs as a percentage of total billed	0.21%	0.17%	0.20%	0.20%

Council Priority/Goal: ORGANIZATIONAL SUPPORT

Goal: Provided employees with proper training for safety and technical aspect of their positions.

Objective: We will improve our employees' safety records and knowledge by providing the necessary training.

Measures:	Actual	Actual	Estimate	Proposed
Safety training hours provided to staff	23	26	40	40
Technical/Computer training provided to staff	61	152	150	150
Number of injury accidents	1	2	1	0

CV 05

CV 06

CV No

Council Priority/Goal: CUSTOMER SERVICE

Goal: Provide timely and accurate billings.

Objective: Reduce estimated meter reads and bill in a timely manner.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Percent of estimated meter reads	9.11%	0.15%	3.00%	2.50%
Number of cycle bills sent out within 34 days of prior bill. (36 total cycles)	35	34	36	36
Average number of days between bills	30.44	30.28	31.00	31.00

DEPARTMENT: DIVISION:		ITIES USTOMER S	SERVI	CE					
PERSONAL SERVICES CONTRACTUAL COMMODITIES		Actual penditures 005-2006 516,305 158,683 47,001		Adopted Budget 006-2007 524,039 202,590 72,500	Ex	Estimated penditures 006-2007 532,988 216,712 35,557		Proposed Budget 007-2008 570,986 259,890 64,450	dget-Budget Variance 46,947 57,300 (8,050)
CAPITAL TOTAL	\$	721,989	\$	37,500 836,629	\$	785,257	\$	76,500 971,826	\$ 39,000 135,197
EXPENDITURES BY PROGRAM: GENERAL ADMINISTRATION FIELD READING COLLECTION CUSTOMER SERVICE TOTAL	\$	196,165 175,367 82,371 268,086 721,989	\$ \$	201,178 244,439 81,480 309,532 836,629	\$	185,250 203,150 85,857 311,000 785,257	\$	235,457 295,629 97,145 343,595 971,826	\$ 34,279 51,190 15,665 34,063 135,197
SOURCE OF FUNDING:	GENERAL FUND LIBRARY FUND HIGHWAY USER REVENUE FUND WATER AND WASTEWATER FUND STORMWATER FUND AIRPORT FUND ENVIRONMENTAL SERVICES FUND					\$ \$	14,932 1,195 3,503 791,321 9,812 725 150,338 971,826		

COMMENTARY:

The Customer Service operating budget has increased 12% and capital expenditures total \$76,500 resulting in an overall net increase of 16%. Personal Services increases are due to .25 FTE staffing addition that includes an Administration Assistant. In addition there are merit, market, retirement, health insurance and dental insurance increases. Contractual increase are mainly due to \$40,000 ongoing RSL for credit card fees and increase in postage rates. Commodities decrease is due to prior year one-time expenditures. One-time expenditures include \$8,000 for security systems and \$9,000 replacement of equipment. Major capital (>\$10,000) includes two replacement 4 x 4 Ext Cab Pickups for \$39,000 and \$37,500 for meter reading equipment.

The mission of the Utilities Department/ Water Distribution Division is to professionally and cost effectively provide water services that meet the present and future environmental, health and safety needs of the community and our co-workers.

PROGRAM DESCRIPTION

The Water Distribution system operators safely and efficiently operate, maintain and repair all water distribution lines, fire hydrants, pressure reducing stations and meters, supplying each customer with a sufficient volume of water at adequate pressures, throughout our varying elevations and pressure zones.

FY 07 ACCOMPLISHMENTS

✓ Worked with Customers, Engineers, and Contractors with planning and problem solving.

- Fourth St. and Rt 66 project.
- TI (Country Club) overpass project at Hwy 89.
- ✓ Installed over 1000 Radio Read Water Meters.
- ✓ Updated the CMMS (Computer Maintenance Management System) & GIS (Geographical Information Systems) with past water information, while keeping up with current data.

FY 08 NEW INITIATIVES

- Fire Hydrant / valve maint. and flushing program to insure water quality and a trouble free system during scheduled and unscheduled system operations.
- Remove and replace the commercial and residential Fire Service Meters with up to date materials.
- ➤ Install between 1500 to 2000 Radio Read Meters, improving efficiency, and receive actual reads.
- Increase the skills of Multi Skilled Workers through training, hands on training, cross training, and revising skill blocks (addendums),
- A real time field work order and information system via wireless laptops.

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PERFORMANCE MEASURES

Council Priority/Goal: <u>CUSTOMER SERVICE</u> Goal: Exceed customer service expectations.

Objective: To make sure all of our customers needs, questions and concerns have been addressed in a timely manner.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of complaints and responses.	217	165	200	220

Council Priority/Goal: FISCAL HEALTH

Goal: Reduce accidents and maintain high safety standards.

Objective: To communicate the importance of safety and loss control through our safety programs.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of loss time accidents.	0	0	0	0

Council Priority/Goal: PLANNING AND GROWTH

Goal: Set new water meters in a timely manner for contractors, developers and homeowners, keeping up with the rapid arowth of our community.

Objective: Meters are paid for and our crews have them installed within 10 working days.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of new meter installations	337	466	600	700

Council Priority/Goal: ORGANIZATIONAL SUPPORT

Goal: Continue to develop a multi-skilled work force through skill base pay.

Objective: To develop a multi-skilled work force by developing and updating training criteria and crew rotation training schedules. To strengthen teamwork within the division.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of employees that have completed skill blocks and	5	4	5	5
received additional pay for the new skill they have learned and				
demonstrated an proficiency in.				

DEPARTMENT:	UTIL	ITIES								
DIVISION:	49-W	ATER DISTR	RIBUT	ION						
EXPENDITURES BY CATEGORY:										
		Actual		Adopted	Е	Estimated		Proposed		
	Ex	penditures		Budget	Ex	penditures		Budget	Bud	get-Budget
		005-2006	2	2006-2007		006-2007	:	2007-2008		/ariance
PERSONAL SERVICES	\$	830,975	\$	988,571	\$	961,918	\$	1,100,723	\$	112,152
CONTRACTUAL		175,509		58,656		52,986	·	63,549		4,893
COMMODITIES		257,995		248,161		270,167		263,084		14,923
CAPITAL		127		192,010		-		316,509		124,499
TOTAL	\$	1,264,606	\$	1,487,398	\$	1,285,071	\$	1,743,865	\$	256,467
EXPENDITURES BY PROCEAM.										
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION	\$	103,397	\$	117,807	\$	282,226	\$	322,001	\$	204,194
WATER SYS MAINT-OPERATION		189,478		299,389		186,961		346,054		46,665
MAIN & SERVCE LINE REPAIR		316,776		292,147		282,982		286,375		(5,772)
MAIN EXT-FIRE HYDR/VALVE		126,521		143,012		78,106		104,853		(38,159)
VALVE & FIRE HYDR MAINT		138,666		193,528		154,648		207,072		13,544
METER INSTALLATION		249,188		286,014		221,452		316,952		30,938
METER REPAIR & TESTING		140,580		155,501		78,696		159,693		
BLUE STAKE						-		865		865
TOTAL	\$	1,264,606	\$	1,487,398	\$	1,285,071	\$	1,743,865	\$	256,467
SOURCE OF FUNDING:										
OCCINCE OF FORDING.	WAT	ER AND WAS	STEW	ATER FUND			\$	1,743,865		
							\$	1,743,865		
COMMENTARY										

COMMENTARY:

The Water Distribution operating budget has increased 10% and capital expenditures total \$316,509 resulting in an overall net increase of 17%. Personal Services includes a merit, market, retirement, health insurance and dental insurance increases along with two retirement payouts. Contractual increases are due to increased telephone costs. Commodities increases are due to increased costs for street/highway repair materials, motor vehicle/machine parts and water/sewer parts. Major capital (>\$10,000) includes one 4x4 ext cab pickup (\$19,500), four service vehicles (\$267,009) and a power-vac truck (\$30,000).

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PROGRAM DESCRIPTION

Provides for the operation and maintenance of Booster Stations and Storage Tanks .

Booster Stations increase water pressure for domestic and fire service outside of the normal pressure zones of the distribution system (higher elevations.) Storage

tanks provide pressure and flow when pumps are not running.

FY 07 ACCOMPLISHMENTS

- ✓ Kinlani tank scheduled to be painted.
- ✓ Main (12 MG) reservoir inspected and cleaned
- ✓ Railroad Springs Booster Stations electrically equipped to run pumps in tandum.

FY 08 NEW INITIATIVES

- Presidio/City tank at RR Springs (1 MG)
- Reservoir Filtration Plant and Paradise inspected and cleaned
- Cheshire tank painted

PERFORMANCE MEASURES

Council Priority/Goal: OUALITY OF LIFE

Goal: Keep facilities operational and esthetically pleasing

Objective: Paint and clean interiors

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Tanks painted	1	0	1	1
Tanks cleaned (diving contract)	2	1	2	1

DEPARTMENT: DIVISION:	UTILI 50-B	ITIES OOSTER ST	ΓΑΤΙΟΙ	NS						
EXPENDITURES BY CATEGORY: PERSONAL SERVICES CONTRACTUAL	Exp	Actual penditures 105-2006 31,305 32,049	I	Adopted Budget 106-2007 28,791 58,636	Exp	stimated penditures 006-2007 28,791 46,236	E	roposed Budget 07-2008 30,803 61,680	_	get-Budget ariance 2,012 3,044
COMMODITIES CAPITAL TOTAL	\$	2,685 - 66,039	\$	3,425 - 90,852	\$	3,425 - 78,452	\$	3,425 - 95,908	\$	- - 5,056
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION ZONE A KINLANI UNIVERSITY HIGHLANDS #1 AIRPORT BOOSTER AMBERWOOD BOOSTER RAILROAD SPRINGS BOOSTER TOTAL	\$ \$	36,370 11 1,039 1,342 4,362 3,109 19,806 66,039	\$ \$	40,377 14,350 2,775 1,800 2,700 4,450 24,400 90,852	\$	40,377 350 2,775 1,800 3,200 5,550 24,400 78,452	\$	42,583 14,350 2,275 2,050 3,200 5,550 25,900 95,908	\$\$	2,206 - (500) 250 500 1,100 1,500 5,056
SOURCE OF FUNDING:	WAT	ER AND WA	ASTEW	/ATER FUN	D		\$ \$	95,908 95,908		

COMMENTARY:

The Booster Station operating budget has increased 6% and there are no capital expenditures. The increase in Personal Services is based on amount of charges from other divisions.

Provide wastewater treatment and reclaim water that meets or exceeds all federal and state permit requirements, Minimize treatment cost per unit of treated wastewater, Maintain State Certified Laboratory Standards, Encourage use of reclaim water by Fairfield golf courses and contractors, Submit all required state and federal monitoring reports accurately and on time.

PROGRAM DESCRIPTON

The Wildcat Hill Wastewater Plant is a 6 million gallonper- day advanced treatment facility. This program is responsible for the day-to-day operation and maintenance, as well as the pumping of treated wastewater to the Fairfield golf courses and contractors. The plant operates a State-certified laboratory, which performs the majority of the required routine lab analysis.

FY 07 ACCOMPLISHMENTS

- ✓ Wildcat had 0 violations.
- Tied the Yaskawa electric pump to generator to save money.
- ✓ Installed new aerators at ponds which run on solar, removed (4) 15hp motors and have ruduced the potential for odor complaints.

- ✓ Added a mixer to our primary effluent pump station to eliminate a grease matt.
- ✓ Record amount of solids injected into the Designated Land Disposal.
- Received the City managers award, bike to work week award, housekeeping award by utility safety committee and picture canyon cleanup wow award.
- ✓ Saved money on bio tower bearing rebuild after bio tower bearing failure. Also ran on one bio tower for months with no violations.
- ✓ Improved our landscaping around the plant.
- ✓ Waukesha engine was rebuilt.
- ✓ Reduced Chlorine and Sulfur dioxide consumption by using a new control mechanism.
- Painted equipment around the plant.
- ✓ Plant personel finished a record number of skill blocks.

FY 08 NEW INITIATIVES

- Continue to encourage and promote the use of reclaim water.
- Continue to promote a culture of pride in ownership of our facility.
- Meet and exceed the challenges ahead for our facility upgrade.

PERFORMANCE MEASURES

Council Priority/Goal: <u>CUSTOMER SERVICE</u>
Goal: Exceed the expectations of our customers.

Objective: Continue to provide services that meet or exceed all Federal, State and City requirements.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Gallons of influent treated (billions).	1.56	1.32	1.40	1.55
Gallons of septage treated (millions).	1.37	1.76	1.80	1.90
Gallons of reclaim water sold (millions).	402.7	408.0	410.0	420.0
Gallons of grease treated (thousands).	354,400	381,265	380,000	390,000
Gallons of interceptor sludge (thousands).	60,500	35,500	60,000	65,000
Dry metric tons of solids/sludge injected.	1,014.14	1,163.54	1,200	1,200

Council Priority/Goal: FISCAL HEALTH

Goal: Maintain financial responsibility that meets or exceeds the City of Flagstaff expectations.

Objective: Maintain cost per thousand to treat.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Cost per thousand to treat (influent).	\$ 0.96 avg.	\$ 1.10 avg.	\$1.12	\$1.15

Council Priority/Goal: <u>PUBLIC SAFETY</u>

Goal: Develop and maintain public security.

Objective: Continue to provide the best quality effluent by meeting or exceeding all requirements.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of NPDES permit violations (within plant design)	1	0	0	0
Number of NPDES permit violations(beyond plant capabilities)	2	0	0	0

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Promote the use of reclaim water.

Objective: Increase the number of customers using reclaim water.

	CY 05	CY 06	CY 07	CY 08	l
Measures:	Actual	Actual	Estimate	Proposed	l
Number of new reuse permits administered.	14	28	25	25	l

Council Priority/Goal: QUALITY OF LIFE

Goal: Provide a good quality of life for our customers, neighbors, and employees.

Objective: Reduce the number of complaints and injuries.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of complaints /odors ect.	1	0	0	0
Number of on the job lost time due to accidents / injuries.	0	0	0	0

DEPARTMENT:	UTIL	ITIES							
DIVISION:	53-W	ILDCAT WAS	TEW	ATER TREAT	MENT	PLANT			
EXPENDITURES BY CATEGORY:									
		Actual		Adopted	Е	Estimated	Proposed		
	Ex	penditures		Budget	E	penditures	Budget	Bud	lget-Budget
	2	005-2006	2	2006-2007	2	006-2007	2007-2008	١	/ariance
PERSONAL SERVICES	\$	669,092	\$	838,305	\$	757,988	\$ 866,690	\$	28,385
CONTRACTUAL		580,827		540,208		520,920	491,236		(48,972)
COMMODITIES		265,192		333,552		302,704	338,972		5,420
CAPITAL		-		-		-	27,000		27,000
TOTAL	\$	1,515,111	\$	1,712,065	\$	1,581,612	\$ 1,723,898	\$	11,833
EXPENDITURES BY PROGRAM:									
EXPENDITURES BY PROGRAM:									
GENERAL ADMINISTRATION	\$	108,990	\$	211,543	\$	47,942	\$ 155,663	\$	(55,880)
WC-PLANT OPERATIONS		584,366		655,137		619,473	599,965		(55,172)
WC-PLANT MAINTENANCE		634,022		585,745		673,587	671,327		85,582
WC-LAB-PROC CNTRL-MONTR		116,451		183,902		173,025	204,917		21,015
WC-SEPTAGE		12,881		850		(261)	850		-
WC-WH RIO MAINTENANCE		3,238		4,342		2,900	6,561		2,219
WC-DRYING BEDS OPERATIONS		1,639		2,300		1,400	3,500		1,200
WC-SLUDGE INJECTION		53,524		68,246		63,546	81,115		12,869
TOTAL	\$	1,515,111	\$	1,712,065	\$	1,581,612	\$ 1,723,898	\$	11,833
SOURCE OF FUNDING:									
000.000	WAT	ER AND WAS	STEW	ATER FUND			\$ 1,723,898		
							\$ 1,723,898		
COMMENTARY:								1	

The Wastewater Treatment Plant operating budget decreased by 1% and capital expenditures total \$27,000 resulting in an overall net increase of 1%. Personal Services includes a merit, market, retirement, health insurance and dental insurance increases. Contractual decreases are due to budget line item decreases for utilities - light and heat. Major capital (>\$10,000) includes forklift replacement for \$27,000.

The mission of the Utilities Department / Wastewater Collection Division is to professionally and cost effectively provide water services that meet the present and future environmental, health and safety needs of the community and our co-workers.

PROGRAM DESCRIPTION

The Wastewater Collection system operators safely and efficiently operate, maintain and repair all wastewater collection and reclaim distribution mains and manholes. Eliminating or reducing health hazards, system failures, customer complaints and property damage throughout our community.

FY 07 ACCOMPLISHMENTS

- ✓ Chemical root control on 46,000 ft. of sewer line.
- ✓ The televising of new subdivisions and existing lines. 103,000 ft of sewer lines.

- ✓ Updated the CMMS (Computer Maintenance Management System) & GIS (Geographical Information System) with past information, while keeping up with current data.
- ✓ Reduced the number of Sewer blockages by 25%, through better equipment and processes.
- ✓ Workers received a multitude of hands on training, and classes in safety, and Distribution systems.

FY 08 NEW INITIATIVES

- ➤ Continue to reduce the number of blockages every year. (through increased chemical root control, cut cleaning, and point repairs).
- Increase the skills of our Multi Skilled Workers through training, hands on training, cross training, revising skill blocks (addendums).
- A real time field work order and information system via wireless laptops.

PERFORMANCE MEASURES

Council Priority/Goal: <u>CUSTOMER SERVICE</u> Goal: Exceed customer service expectations.

Objective: Elminate or reduce health hazards, system failures, customer complaints and property damage.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of main line blockages	34	28	28	28

Council Priority/Goal: FISCAL HEALTH

Goal: Reduce accidents and maintain high safety standards.

Objective: To communicate the importance of safety and loss control through our safety programs.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of loss time accidents.	0	0	0	0

Council Priority/Goal: PLANNING AND GROWTH

Goal: Encourage the use of reclaim water throughout the community.

Objective: To expand our reclaim distribution system by installing distribution mains, services and fire hydrants.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of miles of reclaim waterlines	15.7	16.5	17.25	18

Council Priority/Goal: ORGANIZATIONAL SUPPORT

Goal: Continue to develop a multi-skilled work force through skill base pay.

Objective: To develop a multi-skilled work force by developing and updating training criteria and crew rotation training

schedules. To strengthen teamwork within the division.

Measures:	CY 05 Actual	CY 06 Actual	CY 07 Estimate	CY 08 Proposed
Number of employees that have completed skill blocks and received additional pay for the new skills they have learned	5	8	8	6
and demonstrated an proficency in.				

DEPARTMENT: DIVISION:		LITIES VASTEWATE	R CC	LLECTION					
EXPENDITURES BY CATEGORY:	2	Actual penditures 005-2006		Adopted Budget 2006-2007	Ex	Estimated spenditures 006-2007	:	Proposed Budget 2007-2008	 lget-Budget √ariance
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	\$ \$	565,841 50,120 103,893 - 719,854	\$ \$	618,470 21,504 182,340 553,050 1,375,364	\$	632,975 22,290 167,170 520,000 1,342,435	\$ \$	655,886 19,954 201,820 177,890 1,055,550	\$ 37,416 (1,550) 19,480 (375,160) (319,814)
EXPENDITURES BY PROGRAM: GENERAL ADMINISTRATION SERVICE CONNECTIONS PREVENTIVE MAINTENANCE TV INSPECT & HYDRO-CLEAN CORRECTIVE MAINTENANCE RECLAIMED WATER LINE TOTAL	\$	157,322 13,727 363,100 72,942 89,652 23,111 719,854	\$	211,918 15,494 679,836 377,686 76,715 13,715 1,375,364	\$	159,426 16,714 685,169 385,848 85,627 9,651 1,342,435	\$	258,707 48,677 418,530 164,604 149,692 15,340 1,055,550	\$ 46,789 33,183 (261,306) (213,082) 72,977 1,625 (319,814)
SOURCE OF FUNDING:	WA	ΓER AND WA	ASTE	WATER FUND			\$	1,055,550 1,055,550	

COMMENTARY:

The Wastewater Collection operating budget has increased 7% and capital expenditures total \$177,890 for a net decrease of 23%. Personal Services includes a merit, market, retirement, health insurance and dental insurance increases. Contractuals decrease is due to increased charge outs to other departments. Commodities increase is due to increased costs for equipment, oil, gas, motor vehicles/machine parts. Major capital (>\$10,000) includes \$80,000 for replacement vehicle, \$32,890 for foaming rig and \$65,000 replacement 1 1/2 ton 4 x 4 with service body, crane and hydraulic lift.

The mission of the Utilities Department is to professionally and cost effectively provide water and wastewater services that meet the present and future environmental, health, and safety needs of the community and our co-workers. We are committed to a goal of 100% customer satisfaction. This will be achieved by a dedication to exceed customer expectations by continuously improving our operations. We value our co-workers and strive to maintain high motivation by providing an environment that encourages improvement and teamwork.

PROGRAM DESCRIPTION

This division provides monitoring, permitting, and reporting of industrial and commercial wastewater discharges into the City sewer system to assure compliance with Local, State and Federal mandated pretreatment regulations and to prevent upset at the City's wastewater treatment plants. Other activities include administration of the City's cross-connection control program, wastewater monitoring, and seepage control.

FY 07 ACCOMPLISHMENTS

Received results of the most recent Local Limits study. The Arizona Department of Environmental

- Quality Pretreatment coordinator has reviewed and approved the proposed limits and has authorized the City of Flagstaff to submit a public notice of the new limits before they are presented to Council for adoption.
- ✓ Re-permitted Joy Cone Company when their prior permit expired.
- Performed additional sampling for Copper on drinking water samples during wastewater sampling events at Industries Wastewater Treatment Plants to build a database for this analyte in preparation for the next Local Limit Study as recommended by Malcolm Pirnie.

FY 08 NEW INITIATIVES

- Adopt the new local limits as recommended by Malcolm Pirnie in the Local Limit Study.
- Modify permits for all industries to include the new local limits.
- Perform additional sampling for pollutants of concern at Industries, Nonhazardous Liquid Waste, Domestic and Commercial (non-industrial) collection points and at the Wastewater Treatment Plants to build a database for these analytes in preparation for the next Local Limit Study as recommended by Malcolm Pirie.

PERFORMANCE MEASURES

Council Priority/Goal: PUBLIC SAFETY

Goal: Protect water supply from possible cross-connections.

Objective: Inspect all businesses connected to City of Flagstaff water system for potential cross-connections.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of businesses inspected for potential cross	1,387	1574	1590	1600
connections.				
Percent of backflow devices that failed.	2 - 6 %	5 - 7 %	10 %	10 %
Number of backflow devices tests logged.	1,874	1804	1875	1900

Council Priority/Goal: COLLABORATION

Goal: Inspect all businesses and industries that have connections to the City of Flagstaff collection system.

Objective: Inspect all businesses and industries for pretreatment options and educate them on pollution prevention

techniques.

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Number of pretreatment businesses inspected.	1,387	1574	1590	1600
Number of compliance samples analyzed.	10,245	3179	3180	3180

Council Priority/Goal: CUSTOMER SERVICE

Goal: Provide informational responses to our internal and external customers.

Objective: Communicate with customers as efficiently and effectively to answer their questions,

	CY 05	CY 06	CY 07	CY 08	
Measures:	Actual	Actual	Estimate	Proposed	
Contacts through calls, letters, & e-mails to customers.	4,236	3179	3180	3200	Ī

PERFORMANCE INDICATORS	CY04	CY05	CY06 EST.
Number of businesses inspected for potential cross connection	1,237	1387	1400
Number of backflow device tests logged	1,561	1874	1900
Number of compliance samples analyzed	4,222	10,245	3020
Number of pre-treatment business inspections	1,237	1,387	1400
Percent of failed back flow tests	10%	2 - 6%	10%



DEPARTMENT: DIVISION:	UTILITIES 55-WASTEWATER MONITORING									
EXPENDITURES BY CATEGORY:	Actual Expenditures 2005-2006		Adopted Budget 2006-2007		Estimated Expenditures 2006-2007		Proposed Budget 2007-2008		Budget-Budget Variance	
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	\$ \$	192,679 155,732 14,704 - 363,115	\$ \$	217,616 95,081 19,457 - 332,154	\$ \$	197,404 92,886 18,083 - 308,373	\$ \$	225,095 90,631 19,557 - 335,283	\$	7,479 (4,450) 100 - 3,129
EXPENDITURES BY PROGRAM:										
GENERAL ADMINISTRATION NPDES MONITORING INDUSTRIAL WASTE MONITOR HAZARDOUS WASTE BACKFLOW X CONN. CONTROL TOTAL	\$ \$	187,844 38,448 98,534 1,063 37,226 363,115	\$ \$	150,548 42,040 124,748 - 14,818 332,154	\$ \$	125,873 41,940 124,647 - 15,913 308,373	\$ \$	154,168 28,000 152,121 - 994 335,283	\$	3,620 (14,040) 27,373 - (13,824) 3,129
SOURCE OF FUNDING:	WATER AND WASTEWATER FUND					\$ \$	335,283 335,283			

COMMENTARY:

The Wastewater Monitoring operating budget has increased 1% and there are no capital expenditures. Personal Services includes a merit, market, retirement, health insurance and dental insurance increases. Contractuals decrease is related to prior year one-time expenditures. There is no major capital (>\$10,000) for this division.

To provide wastewater reclamation that exceeds all federal, state and reuse requirements in a safe and cost-effective manner. To submit all required regulatory reports on time without exception. To promote the use of reclaim water for all approved uses throughout the City of Flagstaff and vacinity. To educate the public on issues related to water reclamation, water conservation, and sustainable use.

PROGRAM DESCRIPTION

The Rio de Flag Water Reclamation Facility processes wastewater flow from the western half of the city and reclaims water for a variety of non-potable uses. Landscape irrigation is the principal use of reclaim water but water is also used for non-potable commercial and industrial uses. Excess reclaim water is released to the Rio de Flag wash for riparian enhancement. This semi-automated treatment facility uses advanced technology to produce non-potable water that is rated as Grade A+by the state of Arizona. The program monitors product water quality as well as downstream water quality. Staff is also responsible for pumping the water into the citywide distribution system and maintaining the reclaim water storage facilities at Buffalo Park.

FY 07 ACCOMPLISHMENTS

- ✓ No permit violations.
- ✓ Consistently produced a final effluent that met all state and federal permit requirements.
- ✓ Rebuilt two influent pumps.
- ✓ Rebuilt one reclaim pump.
- ✓ Completed reclaim load station that utilizes an automated card reader.
- ✓ Renewed the Air Quality Permit.

FY 08 NEW INITIATIVES

- Have all reclaim load out stations converted to card readers.
- Continue proactive preventive maintenance program.
- Continue to develop the multi-skilled work force with active cross training, technical training, and skill block achievement
- Run full plant during summer months to meet the high reclaims demand.

PERFORMANCE MEASURES

Council Priority/Goal: PUBLIC SAFETY

Goal: Provide wastewater treatment that meets or exceeds criteria for Federal, State & Water Reuse Permits

Objective: Production and distrubution of reclaimed water that is safe for its intended use.

Measures:	CY 05	CY 06	CY 07	CY 08
	Actual	Actual	Estimate	Proposed
Number of Permit Violations	0	0	0	0

Council Priority/Goal: PLANNING FOR GROWTH

Goal: Promote and encourage use of reclaimed water through education and Public Relations programs. Schedule tours and provide information in a timely manner.

Objective: Promote the use of reclaimed water where appropriate, there by off setting the demands for potable water.

Measures:	Actual	Actual	Estimate	Proposed
Gallons of reclaimed water produced (millions)	745	677	700	710
Gallons of reclaimed water reused (millions)	319	317	325	350

UTILITIES

Council Priority/Goal: FISCAL HEALTH

Goal: Maintain operations, maintenance and lab budgets within the projected amounts.

Objective: Control our costs while maintaining service levels at existing levels

	CY 05	CY 06	CY 07	CY 08
Measures:	Actual	Actual	Estimate	Proposed
Cost/thousand gallons of reclaimed water produced	\$1.09	1.16	1.15	1.18

Council Priority/Goal: QUALITY OF LIFE

Goal: Respond to complaints within 24 hours.

Objective: Minimize complaints resulting from the operation of the Rio de Flag WRP.

Measures:	CY 05	CY 06	CY 07	CY 08
	Actual	Actual	Estimate	Proposed
Number of complaints (odors, etc.)	0	0	0	0

DEPARTMENT: DIVISION:	UTILITIES 56-RIO DE FLAG WASTEWATER TREATMENT PLANT									
PERSONAL SERVICES CONTRACTUAL COMMODITIES CAPITAL TOTAL	Exp	Expenditures Budget Expend 2005-2006 2006-2007 2006-2 \$ 298,826 \$ 284,822 \$ 32 500,802 464,565 42 114,367 121,420 9 - 25,500 2		estimated penditures 006-2007 325,541 429,175 94,065 26,147 874,928		Proposed Budget 2007-2008 351,370 498,190 120,978 7,000 977,538	Budget-Budget Variance \$ 66,548 33,625 (442) (18,500) \$ 81,231			
EXPENDITURES BY PROGRAM: GENERAL ADMINISTRATION PLANT OPERATIONS PLANT MAINTENANCE LAB-PROCESS CONTROL-MONTR RECLAIMED CONNECTIONS DIS RECOVERY RIO TOTAL	\$	105,614 455,231 149,221 80,505 109,898 13,526 913,995	\$	70,919 583,713 189,375 52,300 - - - 896,307	\$	97,968 501,355 179,198 96,407 - - - 874,928	\$	120,567 574,217 171,130 111,624 - - - 977,538	\$	49,648 (9,496) (18,245) 59,324 - 81,231
SOURCE OF FUNDING: WATER AND WASTEWATER FUND						\$ \$	977,538 977,538			

COMMENTARY:

The Rio de Flag Treatment Plant operating budget increased by 11% and capital expenditures total \$7,000 resulting in an overall net increase of 9%. Personal Services includes a merit, market, retirement, health insurance and dental insurance increases.

Contractuals increases are due to increases in utilities, chemicals for disinfection of reclaimed water, equipment maintenance, misc. equipment and installation of additional snow guard rail on Administration Building (one-time expenditure). Major capital (>\$10,000) includes \$7,000 for chemical feed mixing pump.

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